

SOUTH CAROLINA PUBLIC SERVICE COMMISSION

STANDING HEARING OFFICER DIRECTIVE

DOCKET NO. 2010-15-C

FEBRUARY 27, 2012

Standing Hearing Officer: David Butler

DOCKET DESCRIPTION:

Complaint and Petition for Relief of BellSouth Telecommunications, Incorporated d/b/a AT&T Southeast d/b/a AT&T South Carolina v. Dialtone & More, Incorporated

MATTER UNDER CONSIDERATION:

Notification of a disconnect coming from AT&T versus Dialtone & More, Incorporated (DTM)

STANDING HEARING OFFICER ACTION:

This matter comes before the Standing Hearing Officer by letter of the Office of Regulatory Staff (ORS), which notes that it was notified by AT&T that wholesale services to Dialtone & More, Inc. (DTM) may be terminated on March 1, 2012 for alleged breach of contract and/or non-payment of wholesales services. The issue is notification of the public of the pending disconnection. ORS has revealed that it has notified DTM of the pending of termination of service, and has requested that DTM notify its South Carolina customers, some 5,700 in all. No assurances have been forwarded from DTM that this would be carried out, prior to the disconnection. Accordingly, AT&T has agreed to take over the notification process upon directive from the Commission. ORS did issue a consumer advisory to DTM customers on February 22, 2012, of a potential service termination on March 1, 2012. However, the Standing Hearing Officer believes that the matter of customer notification of termination of service by DTM on March 1, 2012 is critically important, so that consumers can find replacement service if appropriate.

Accordingly, AT&T shall use good faith efforts to provide an automated message to end user customers of DTM in South Carolina on or after March 1, 2012, informing the customers that DTM will no longer be able to provide local telephone service and that customers have three (3) days from the date of the automated message to make arrangements with another service provider, or lose local telephone service. I believe this notification is only fair to DTM's customers, so that they may obtain replacement service if necessary.